

Improve conversion rates by engaging with customers in real time

Through PositiveEdge's CRM Integrated Live Chat Tool

Online shoppers do not want to send email inquiries for something as trivial as shoe size availability. They expect you to be able to provide instant answers to their questions, or they'll quickly take their business to someone who can. A live chat tool is a must for your customer-facing website—and even better if it is integrated with your CRM system.

PositiveEdge's CRM Integrated Live Chat Tool has helped many organizations manage their customer service department across a variety of industries. Our experienced team makes it possible to "plug and play" this tool into an existing Microsoft CRM application. Because of the CRM integration, agents are able to see a customer's CRM Contact Details and view transcripts on your CRM application. Its unique dynamic rules can initiate chats with website visitors which can boost your upsell and cross-sell opportunities.

PositiveEdge's preferred platform:



KEY FEATURES



Generate sales and reduce site abandonment



Personalize conversations with access to CRM cases and contacts



Generate leads



Offer a seamless user experience



Manage millions of interactions cost-effectively



Monitor quality for continuous improvement

BENEFITS



Increased customer satisfaction and loyalty



Increased sales conversion rate of up to 25%



Reduced service costs



Improved call center deflection rates



Personalized communications

Experience a smarter way to interact with your customers using our CRM Integrated Live Chat Tool!

ABOUT POSITIVEEDGE SOLUTIONS

PositiveEdge Solutions helps customers design, develop and deploy software solutions for critical customer-facing business challenges. With our unparalleled commitment to customer and project success, along with our comprehensive knowledge of Microsoft technologies and broad industry experience and methodologies, we extend the capabilities of core business platforms to create a commercial advantage for our customers. By leveraging our unique onshore/offshore delivery model, our consultants work around the clock to provide solutions quickly and cost effectively, which add measurable value to your business.



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